GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2904
ANSWERED ON:15.03.2001
PASSENGER MONITORING CELL
SADASHIVRAO DADOBA MANDLIK

Will the Minister of RAILWAYS be pleased to state:

(a) whether the passenger amenity special monitoring cells have been set up at divisional and regional railway headquarters; and

(b) if so, the details thereof ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH)

(a) & (b) Yes, Sir. Monitoring Cells have been set up at the headquarters and divisional offices in the various zonal railways which are manned by commercial staff and are provided with facilities like phone, fax etc. These cells monitor passenger amenities, public grievances and functioning of various passenger services on day to day basis and initiate action for redressing the same.